

COMMONWEALTH OF MASSACHUSETTS

MASSACHUSETTS

DEPARTMENT OF TELECOMMUNICATIONS & ENERGY

Petition of Bay State Gas Company

D.T.E. 05-27

SECOND SET OF INFORMATION REQUESTS OF THE MASSACHUSETTS OIL HEAT COUNCIL, INC.

- MOC 2-1: Please indicate what activities the Company took with regard to its interruptible customers prior to the 2004-2005 winter heating season. Specifically, please indicate whether and to what extent Bay State informed its interruptible customers that interruptible service would not be available for the heating season and provide the following information if any such action was taken:
- (a) please state the reasons behind the Company's actions;
 - (b) please separately state the number and type of customers affected;
 - (c) please indicate whether any interruptible customers chose to utilize their back-up fuel exclusively rather than remain on the Company's system;
 - (e) please indicate whether any interruptible customer refused or failed to interrupt gas service. If so, please give the number of customers and the penalties and increased cost paid by the customer to the Company;
 - (d) please indicate whether the Company received any complaints from its customers regarding the Company's action. If so, please provide copies of such complaints;
 - (f) please indicate the additional costs to each customer if, in fact, such customers switched from an interruptible service classification

to firm gas classification; and

- (g) please indicate whether any DTE or other federal, state, or local regulatory approval was necessary to discontinue interruptible service to its customers. If so, please provide documentation of the approval or denial.

MOC-2-2: For the years 2002 through 2005 (to date), please identify the type and give the average amount of conversion costs, including costs paid to outside contractors or affiliates, that a customer would incur to convert from fuel oil to natural gas space heating in the Company's service territory for:

- (a) a customer who converts to natural gas where that customer was already using gas for cooking, water heating and/or fueling a fireplace; and
- (b) a customer who converts to natural gas where that customer was not already using gas for cooking, water heating and/or fueling a fireplace.

MOC-2-3: In promoting conversions from alternate energy sources to natural gas, does the Company provide prospective customers with a payback analysis demonstrating the time over which, if any, the cost of the conversion will be offset by related energy cost savings? If the answer is yes, please provide a copy of such payback analysis and any informational and promotional materials. If the answer is no, please explain why a payback analysis is not provided to the customer.

MOC-2-4: Please identify what information is provided by the Company to potential conversion customers regarding the price of natural gas and the price of the alternative energy source. Please include copies of all materials provided to the prospective customer.

MOC-2-5: Please describe the Company's projected goals for its sales promotion activities as proposed in the filing.

MOC-2-6: Please indicate whether the Company has conducted any quantitative review or study which demonstrates that the Company's sales promotion goals will not be achieved in an amount less than the Company's proposed promotion budget.

MOC 2-7: Please indicate whether the Company maintains list(s) of preferred contractors for performance of heating system and/or appliance service, replacements, repairs, conversions, or upgrades. For each year

commencing with 1999 to 2003 (to date), please:

- (a) describe in detail the criteria, requirements and selection process for contractors to qualify and be included on the Company's list(s).
- (b) describe in detail the terms and conditions that a listed contractor must comply with to remain on the list;
- (c) describe the number and types of contractor lists kept by the Company;
- (d) describe the reasons and criteria for involuntary removal of a contractor from the list;
- (e) describe how listed contractors are selected for and assigned work and how it is determined how many projects a contractor is assigned; and
- (f) attach all contractor lists.

Dated: June 10, 2005